

## EPF-Bulletin #22 – November 2016

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## INTRODUCTION

Bienvenue au 22<sup>me</sup> numéro de notre bulletin. Ici vous pouvez lire nos opinions concernant les défis pour les exploitants des transports publics et leurs clients a propos de la sécurité, les perturbations, l'accessibilité et la billetterie; mais aussi de bonnes nouvelles des développements transfrontaliers et encore d'exemples d'innovation - comme les billets multimodaux ou les trains diesel-électriques. Vous pouvez lire aussi des rapports des congrès en Allemagne, aux Pays-Bas et en Roumanie; et en décembre commence l'inscription pour le prochain congrès annuel de la Fédération européenne des Voyageurs - le 17/18 mars à Rotterdam. J'espère que ce bulletin vous encouragera aussi a visiter notre site web et les sites de quelques-unes de nos associations adhérentes pour enrichir aussi vos connaissances des développements en Europe.

## EINLEITUNG

Herzlich willkommen zur 22. Ausgabe des Bulletins. Sie können hier unsere Stellungnahmen zu Herausforderungen für Betreiber und Kunden des öffentlichen Verkehrs über Themen wie Sicherheit, Störungen, Barrierefreiheit und Fahrscheinkauf lesen; aber auch gute Nachrichten zu grenzüberschreitenden Entwicklungen und Beispiele für Innovation - wie multimodale Fahrscheine und Züge, die wahlweise mit Strom- oder Dieselantrieb betrieben werden. Hier können Sie auch über Tagungen in Deutschland, den Niederlanden und Rumänien lesen. Ab Dezember beginnt die Registrierung für die nächste Jahrestagung des Europäischen Fahrgastverbands EPF am 17/18 März in Rotterdam. Ich hoffe, dass dieser Bulletin Sie begeistern wird, unsere Webseite und diejenigen einiger unserer Mitgliedverbände zu besuchen, um Ihre Kenntnisse europäischer Entwicklungen weiter zu bereichern.

## INTRODUCTION

Welcome to the 22<sup>nd</sup> issue of our bulletin. Here you can read our views concerning the challenges facing public transport operators and customers on matters including security, disruption, accessibility and ticketing; but also some good news on cross-border developments and more examples of innovation - such as multimodal tickets or electro-diesel trains. You can also read reports of conferences in Germany, the Netherlands and Romania; and in December registration begins for the next annual conference of the European Passengers' Federation - on March 17th/18th in Rotterdam. I hope that this bulletin will encourage you also to visit our website and the websites of some of our member associations to further enrich your knowledge of developments in Europe.



*Trevor Garrod  
President, EPF*

## WELCOME TO TWO NEW ASSOCIATE MEMBERS

We welcome two new associate members, who were accepted at our General Meeting on October 22<sup>nd</sup>:

From Denmark: **Rådet for Bæredygtig Trafik** (Council for sustainable Transport), whose contact person is [Poul Kattler](#) and their website is [www.baeredygtigtrafik.dk](http://www.baeredygtigtrafik.dk).

From Russia: **Soyuz Passazhirov** (Union of Passengers) whose Chairman and contact person is [Kirill Yankov](#) and who are currently mainly active in the Moscow and St Petersburg areas. Their website is [www.sopass.ru](http://www.sopass.ru).

## EPF PASSENGER SURVEY NOW ON OUR WEBSITE

Since the end of October, visitors to our website [www.epf.eu](http://www.epf.eu) have the opportunity to answer ten simple questions about any international journey of at least 200 kilometres which they have made since then. Just go to the Homepage and click on "[Survey on long-distance international train journeys](#)".

You will, for example, be asked how easy it was to book a particular journey, if the connections and onward travel arrangements were convenient, if the journey was delayed and you had to claim compensation and whether the staff were helpful. Members of our International Long-distance Work Group will monitor the results regularly and this will help us in our dialogue with the operators and other bodies.

## EPF 2017 CONFERENCE AND ANNUAL GENERAL MEETING IN ROTTERDAM

Our next Annual Conference will be held in Rotterdam on Friday afternoon March 17<sup>th</sup> and all day Saturday March 18<sup>th</sup>.

The Friday afternoon session will start at 13.00 and focus on reports from five of our member associations on successful actions and what can be learned from their experiences. It will be followed by the Annual General Meeting, for which documentation will be sent out at least a month in advance. There will then be a welcome dinner.

On Saturday the chief themes will be multimodal ticketing and the final mile, with expert speakers from the transport and academic worlds. The afternoon will conclude with a Forum on European Affairs led by a Member of the European Parliament.

On the Sunday there will be a choice of excursions - provisionally a city tour by public transport, a depot visit and a water bus trip. Our colleagues from our Dutch member association Rover have already put a lot of work into organising this event - the first EPF Conference in the Netherlands for 11 years, and we look forward to seeing many members of our affiliated associations. Full details and booking will be on the EPF website at the start of December.

## NEW SHIFT2RAIL RESEARCH PROJECT STARTED



EPF is part of the consortium that has started on the 1<sup>st</sup> of November a new research project under the Shift2Rail umbrella. The new project is called GoF4R and will last 24 months. EPF will mainly be in charge of collecting the consumers point of view on the Travel Companion concept and the implications this might have for the interoperability framework and its governance.

The Travel Companion is a brand new concept introduced by Shift2Rail. It will give access to all travel services needed for and during a journey, shopping and booking, and it will allow storage of the rights to travel (in our words the ticket). The Travel Companion has the goal to make multimodal travel throughout Europe a truly seamless experience. For more information you can contact [Stijn Lewyllie](#).

## EPF ISSUES POLICY STATEMENTS

Recent months have seen a wide discussion in EPF on several issues, culminating in the agreement of policy statements at our October 22<sup>nd</sup> General Meeting. The statements are now on our website.

Here are the main points –

### 1. HOW TO PAY FOR YOUR JOURNEY

"Public transport must be accessible to all, with affordable prices and a choice of booking and payment methods." This is part of the EPF Passenger Declaration launched in Milan in 2014.

Our current statement builds on that demand by stating that today's payment methods include bank and credit cards - in a machine or contactless; stored value cards (such as Oyster); 10-trip tickets; mobiles; internet; zonal passes; season tickets. All of these are cashless in that money is not handed over at the start of the journey. Cashless ticketing can have advantages for operators and passengers, and so should be one of the methods of payment. With every method of payment, however, five questions must be asked by users' organisations and decision-makers:

1. Will it delay or speed up the journey?
2. Is it likely to lead to fraud if a customer either does not pay or underpays?
3. Will it enable all actual and potential customers (including the young, elderly and vulnerable and foreign visitors) to book easily?
4. Will it lead to a monopoly which will be against the interests of customers?
5. If other public services and businesses take payment in cash, should not public transport operators also? This may, however, mean via a ticket machine rather than a member of staff.

### 2. INTERRAIL OFFER FOR YOUNG EUROPEANS

EPF has welcomed the proposal to give all young Europeans the opportunity of a free Interrail card when they reach 18. We state,

"Many children have experienced only cars, local buses or trams. They have never learned the great possibility of trains for travel across borders inside Europe. A free Interrail pass gives them the chance to discover train travel and the joy and experience of visiting other European countries. Once they have discovered the advantages of Interrail, they are likely to buy those passes again in the future."

### 3. DISCUSSION ON THE PROPOSED ACCESSIBILITY ACT

The European Commission has tabled draft legislation intended to improve the functioning of the international market for goods and services, including passenger transport. EPF welcomes the continuing priority given by the European Union to improving accessibility, particularly for people with reduced mobility (PRMs).

However, consistency with existing legislation is vital, and it makes sense to build on what has already been achieved.

We consider that the draft legislation could stifle cost-effective PRM-friendly solutions. It should concentrate on the outcomes desired, rather than over-specifying how these should be delivered. For example, there may be instances where the interests of providers and passengers are best served by the presence of dedicated staff rather than by specifying complex technology.

There is a risk that some of the obligations resulting from the draft legislation and increase costs to the point where economically marginal but socially desirable transport service are cut.

EPF therefore calls for an urgent review of the likely impact of the Commission's proposals on the range of services offered by transport operators and of their consistency with existing legislation.

### 4. DECARBONISATION

In order to combat the worst effects of climate change, decarbonisation of transport is necessary. This should include changes so that transport use becomes more sustainable.

This means in most cases a modal shift to public transport, which must be made more attractive to users and potential users. Such a change can only be achieved if decision-makers listen to passengers and understand their needs and aspirations.

We have studied the European Commission's Communication on this matter but are disappointed by what it says - or even more by what it does not say.

Encouragement of clean technology is welcome - but electric cars still cause congestion. Greater emphasis is needed on rail and those types energy and space efficient urban transport which can be powered electrically. The technology already exists, whereas completely new transport systems still need time for development.

Digital mobility solutions, mentioned in the Communication, certainly have a role in achieving behavioural change; but our statement also lists other desirable measures such as pricing to encourage more off-peak travel, smart ticketing, congestion charging and flexible working patterns. Such measures can be introduced in a short time. In the longer term we also see the electric bus as an aim to be supported.

## 5. SECURITY

In recent years, public transport has been a target for terrorists and there have been understandable calls for action.

However, it is important to avoid security measures that might actually increase the overall security risk.

What is needed is a proportionate response. Risks vary over time and authorities need to be properly equipped and prepared to deal with them. Most passengers value the open nature of land transport systems, in contrast to the secured perimeters of an airport.

Public transport users are generally extremely safe, vigilant passengers, the protective capacity of digital technology and full, timely co-operation between the responsible agencies can all reduce the risk.

## 6. DISRUPTION IN PUBLIC TRANSPORT

Service disruptions are inherent in public transport and operators must have robust measures to deal with delays and cancellations, with clear and real-time passenger information before, during and after the journey and with help and/or compensation if the passenger

cannot reach his or her destination in comparable time and comfort.

Statistics should describe passenger delays, not delays of vehicles and they should be regularly published and communicated to other stakeholders and passenger representatives. Measures to be taken should be clearly listed and specified in contractual documents.

Strikes and other industrial actions are legitimate, but should be kept to a minimum and a last resort. National legislation should ensure that a minimum level of transport services will be established and operated.

In the rail sector, relationships between infrastructure managers and operators should not disadvantage passengers and should ensure clear treatment of problems and provide safe, transparent and useful information to customers.

## EPF AT CROSS-BORDER CONFERENCES

### OSTBAHNKONFERENZ - OCTOBER 20<sup>TH</sup>

Trevor Garrod and Kerstin Carlberg were among the 72 people in the 3rd international conference on the Ostbahn (Eastern Railway) - the direct line from Berlin to Poland via Kostrzyn with potential for services to continue towards Gdańsk and beyond. Many participants caught the hourly modern diesel service from Berlin Lichtenberg to Seelow-Gusow and then the bus into the small town of Seelow, where the event was held in the Kreiskulturhaus (district cultural centre). It was organised by the Oder regional European Grouping for Territorial Co-operation, formed in 2010.

Local speakers stressed the development potential of this region on both sides of the River Oder, one of them stating the need for "a railway that links people together, not one that divides them", while another said "a Brexit for our region would be unthinkable." The point was also made that it was not always necessary to build a new railway, but to improve what was already there.

Michael Cramer MEP emphasised the need for Member States to support and implement EU aims for modal shift, which should be based on fair competition between modes. He also referred to

the announcement on 14<sup>th</sup> October of Connecting Europe Facility finance for cross-border schemes.

Other speakers referred to the importance of the Ostbahn linking with Rail Baltica and the need to deal with bottlenecks on east/west routes. A new standard gauge line had been built from Białystok (Poland) to Kaunas (Lithuania) but at the moment the train service on it was poor and needed to be improved. Doubling and electrifying the Ostbahn would enable it to relieve pressure on the Berlin - Warsaw main line via Poznań; while that line itself could gain more business through better connections to Lodz with its one million inhabitants.

Reference was made to improving the Berlin - Stettin service, which was already quite well used; and the need to keep the option open for an eventual restoration of passenger services between Guben and Zielona Góra.

Meanwhile, plans existed to improve a number of stations between Kostrzyn and Berlin, subject to availability of finance; and to extend these trains to Berlin Ostkreuz with its interchange possibilities that also included Berlin Airport. The city of Gorzów now had two through trains a day linking it to Berlin, but really needed a regular interval service every two hours. Trevor Garrod brought greetings from EPF, which has supported this campaign for many years, stressing the need to learn from each other and also to persuade decision-makers on both sides of a border that their countries can benefit from a better service.

Karlheinz Boßan, who has played a key role in this campaign, summed up the debates, saying that the issues concerning the Ostbahn were now well known at EU level; but changes in local government, including mayors, meant that new contacts had to be made. Attention to customer satisfaction was required and the benefits of an improved service to the whole catchment area of a station must be explained. He concluded, "It is my wish that the glue which binds us should become stronger." [Trevor Garrod](#) has most of the conference

presentations and can send these, on request, to any reader.

## CROSS-BORDER CONFERENCE IN MAAS - RHINE REGION

Original article by Andreas Schroeder for Pro Bahn magazine; English summary by Trevor Garrod  
Some 140 people gathered in Maastricht on November 5<sup>th</sup>, including members of Pro Bahn (Germany), Rover (Netherlands) and TreinTramBus (Belgium) together with decision-makers and transport professionals.



The conference took place in the chamber where the Limburg provincial assembly meets and in which the 1992 Maastricht Treaty was signed. It was symptomatic that the city in which this historic step

towards European unity was taken is also not yet on major international public transport routes.

The conference benefited from the involvement of Regional Minister Patrick van der Broeck and Rover Chairman Arriën Kruyt, while participants were welcomed by the Provincial Governor who described current rail connections between Maastricht and Aachen as "mad" and links to Belgium as needing to be speeded up.

It was reported that services via Heerlen and Herzogenrath had declined since 2015, with trains no longer running through to Aachen and Düren. Electrification of this cross-border link at 8 million euro was expected to happen but for infrastructure reasons trains would still not be able to run through to Aachen until 2018 when the line becomes double tracked. Arriva had been awarded a cross-border franchise from December 2016; but Stadler units for this line have not been delivered yet. It remains a long-term goal to operate an Eindhoven - Aachen service over this route when electrification is completed.

Local public transport links between Germany and Belgium had also deteriorated. Before 2002 there had been Inter City trains from Ostend to Cologne. Thalys high speed trains started in 1996. Since 2014, local trains run every hour between Aachen and Spa, while Belgian Inter City trains end before the border, at Eupen or Welkenraedt. At the moment

the changeover in electrification systems is within Aachen main station, but when the system is renewed it is to be at the actual border, for reasons of cost and simplicity - which would be a further deterioration in service.

The visions of Liège - Maastricht - Aachen through trains, and even a circular service, from 2018/19 seem optimistic in the light of such challenges. There remains the service 50 bus between Aachen and Maastricht.

Other desirable projects like Roermond - Dalheim - Mönchengladbach seem well in the future, while Eindhoven - Aachen may well have to await the expiry of franchises on either side of the border in 2025.

On the Flemish side, projects are joining the queue, such as an Antwerp - Weert Inter City service; through carriages to Maastricht on the Ostend - Eupen Inter Cities and a tram, or train-tram, linking Hasselt and Maastricht.

As well as infrastructure and operational barriers, fares barriers must also be tackled, with different ticketing systems. Meanwhile, the Euregio ticket provides some solution, but as it is not valid on Thalys or ICE trains, it is often only used on buses for cross-border journeys.

Progress is being made, however, with schemes to double the track from Heerlen to Landgraaf and enhance the status of the Roermond - Nijmegen line with a 64-million-euro electrification scheme, introduction of new services between Düsseldorf and Arnhem in April 2017 and from Bielefeld to Hengelo at the end of the year.

### PUBLIC TRANSPORT EXPERTS CONVENE IN KASSEL FOR CROSS- BORDER TALKS

In midst of the main station of the city of Kassel passenger experiences in cross-border public transport around Germany were the central topic of a weekend-long seminar held by Fahrgastverband Pro Bahn on 12/13 November 2016. Ca. 30 representatives of the public sector, private companies and relevant associations attended the sessions. The host Jörg Brucherstseifer of Pro Bahn opened with

introductory words on the significance of exchange of user experience with European cross-border traffic. Rian van der Borgt of Rover summarized passenger challenges in Dutch-German international public transport. He pointed to a fact unknown to most participants, the possibility of using barcodes of German DB online tickets at barriers of the Dutch system. An unprecedented example of Dutch-German cooperation was presented by Thomas Clemens of 'Stellwerk' consultancy who accompanied the first international tender for concessions of multi-modal public transport in the Dutch province of Limburg and its connections to Germany for the years 2016-2031. In a special session on passenger rights, Peter Cornelius of Pro Bahn went over results of a German working group on passenger rights in both, train and bus. One exemplary case of passenger claims in an international context (London-Geneva) was discussed in detail, cf. report in EPF Bulletin #21. Josef Schneider presented the work of EPF in general while explaining main goals of EPF's involvement at EU level. The talk of DB representative Wolfgang Weinhold on the current situation of international DB long-distance services was well received by the audience. It outlined the current bias of German services to the strong Swiss market as well as Western Europe in general, while connections from Germany to Poland remain badly served. In this context, signs of improvements for German-Polish services were presented by one of the youngest participants, Anja Schmotz of the bi-national initiative KolejDEPL as well as Susanne Henckel of Verkehrsbund Berlin-Brandenburg.

### MORE CROSS-BORDER NEWS: AUSTRIA / ITALY

On October 12<sup>th</sup>, Dr Karl Schambureck of ProBahn Österreich had a meeting with Transport Ministry officials in Vienna concerning cross-border services to and from Italy. He urged action to implement the agreements made with the region of Friuli - Julia - Venezia to enable Austrian trains to run through to Trieste; while also urging progress on the options for the route through Slovenia to Italy. He has now learned that discussions will be taking place on extending the Villach - Udine regional service to Trieste.

## WHAT RAILFUTURE MEMBERS LEARNED IN NANTES

Members of one of EPF's British affiliated associations, Railfuture, have at least one group visit each year by train to Continental Europe. This year, in addition to a spring visit to Nice (see Bulletin 20), they also enjoyed a 4-day trip to Nantes and St Nazaire in western France. An excellent programme was organised by local FNAUT members, led by Jean-Bernard Lugadet and Dominique Romann, including a ride on the regenerated line to the resort of Pornic, trams and buses in Nantes, the city's castle and cathedral and the reopened line to Chateaubriant. The Métrocéane multimodal ticket also enabled the British visitors to use rural and urban buses and a riverbus in Nantes. It was encouraging to see what had been achieved by forward-looking local and regional authorities and committed campaigners - but there remains unfinished business, such as the large bus/tram/train interchange at La Haluchère, which hardly has any seating; and the station at Chateaubriant. Here the electric trains from Nantes, part of the Pays de Loire regional network, terminate. A little further along the platform, very infrequent diesel trains, supported by the region of Brittany, link Chateaubriant to Rennes. There is no co-ordination between the two. Through trains between Nantes and Rennes use another, longer, route further west!

What to do with redundant buildings is often a challenge on both suburban and rural lines. The British visitors were therefore fascinated to visit the small station of Le Pallet, south of Nantes, surrounded by Muscadet vineyards. Its former good shed is now a crèche, designed particularly for the many commuters into Nantes who can park at the station, leave their young children in the crèche and catch the train to work in the city. There is only one other such crèche in France. (Subsequent research has indicated that there is also a crèche at the station in Whitstable in south east England).

A fuller account of the visit to western France is on the website [www.railfuture.org.uk](http://www.railfuture.org.uk).

## RAILWAY DAYS - BUCHAREST OCTOBER 11<sup>TH</sup> -13<sup>TH</sup>

Each autumn the Romanian railway industry organises a summit conference and exhibition at which experts from many parts of Europe participate. EPF has been involved for 4 years, and this year Josef Schneider and Trevor Garrod both gave presentations - respectively on the need for passenger requirements to be at the centre of the planning process and the ways to achieve seamless transport: "The Final Mile."

Especially interesting this year was the development of hybrid trains, which can run with both electric and diesel power. Stadler gave a presentation on their new trains (some of which should be running in eastern England from 2019) while Alstom invited us all to champagne and cream cakes on board their new train at the Gara de Nord (North Station).

The conference also dealt with Romanian rail developments and prospects and we were taken to see work on a further extension of the Bucharest metro.

All presentations can be viewed on [www.summit.railwaypro.com/presentations/](http://www.summit.railwaypro.com/presentations/) Next year's Railway Days in Bucharest will be on October 3rd/4th

"RAILWAY DAYS" in German is "SCHIENEN-TAGE" and on November 18th Trevor Garrod spoke on the effects of European transport policy at the Horber Schienen-Tage in the Black Forest.

## "NIGHT JET"

Peter Cornelius writes:

On October 7th the Austrian Railways ÖBB launched their "night-jet" offer with a press conference in Berlin. In addition to the "Railjet" and "City Jet"





services for normal trains and city trains respectively, the new service is being started with a similar branding. ÖBB already offer night train services which make up 17% of their turnover. They have now taken over some German night train destinations, but not all. They also took over some of the German night train rolling stock, which will be refurbished with an investment of 40 million euro.

It is possible to book the services via [www.nightjet.com](http://www.nightjet.com) and these trains are also included in the services on [www.bahn.de](http://www.bahn.de). These extended services will start with the timetable changes on December 11th. It is also planned to sell this via all possible service channels including [www.trainline.com](http://www.trainline.com). EPF has published in co-operation with [www.pro-bahn.de](http://www.pro-bahn.de) and [www.pro-bahn.ch](http://www.pro-bahn.ch) a press release which is available on [www.pro-bahn.de/presse/pm\\_by\\_show.php?id=189](http://www.pro-bahn.de/presse/pm_by_show.php?id=189). We will follow this and report on first experiences using this offer.

## MEANWHILE, OTHER NIGHT TRAIN ACTIONS

The Back on Track coalition, an informal grouping of associations and individuals in at least six countries, is planning events in Berlin on December 10th/11th to mark the end of City Night Line, but also a meeting to plan future actions. You can find out more on [www.back-on-track.eu](http://www.back-on-track.eu).

A further initiative has come from members of our affiliated organisations FNAUT and PTP who are researching the case for, and practicalities of, a new night service between Barcelona and Dijon, where it would split with sections going to Frankfurt am Main and to Brussels via Paris or Roissy.

## A LOOK INTO THE FUTURE OF PUBLIC PASSENGER TRANSPORT

by Peter Cornelius

On the land of a company in Berlin-Schöneberg you can see "Olli" moving. Olli is an autonomous (i.e. driverless) vehicle, produced by an American company which is shortly to manufacture it at Berlin. Why "Olli"? It's a well-known American television character, an "intelligent octopus."



Olli has 9 seats, no driver, steering wheel, accelerator or brake. and could in future be used in public transport services, as a feeder service in cities or in rural areas. Not yet, certainly not in five year, but in ten years this could be reality.

Olli is put together by building clocks from a 3D-printer, standard parts like electric motor, wheels and windows and electronics are combined with these parts. Therefore, no factory is needed in order to produce this vehicle.

## BUS AND COACH PASSENGERS' RIGHTS

The European Commission published in September its report on the operation and effects of Regulation 181/2011 concerning bus and coach passengers' rights.

The report was discussed at EPF's General Meeting in October, when it was concluded that there was not enough appropriate



data to inform judgements on long-distance coach travel, despite the recent rapid growth in this market. The European Commission concluded that no changes were needed to the passenger rights regime, despite having no EUROSTAT data for 2015. There has, for example, been a mushrooming number of complaints reflecting

those developing market conditions recorded recently in Germany.

The Commission also does not appear to have taken into account the evidence available from the work of the Alternative Dispute Resolution bodies. Again, evidence from Germany shows a rapid increase in these complaints.

EPF therefore rejects the Commission's proposal and asks the Transport Committee of the European Parliament to consider undertaking an own initiative report which draws together and reviews all appropriate data concerning passenger rights and the recent rapid growth in long distance coach services.

## CONTROLS ON TRAIN AND BUS PASSENGERS ACROSS THE ØRESUND

In January, ID controls were introduced for train and bus passengers travelling from Denmark to Sweden across the Øresund fixed link.

On October 24<sup>th</sup> EPF wrote to the Swedish Government urging that this measures be reconsidered and abolished, now that the problems caused by the large numbers of refugees have diminished.

Our letter pointed out that these checks are "in sharp contrast to EU principles" are amount to "a perfect way of making travel a terrible nuisance and discouraging persons from both sides from their usual trips."

We therefore urged the Swedish Government to abolish the ID-checking done by the operators and the reduce ID control to the law-enforcement ID-check for as long as that is regarded as necessary."

## WORK GROUP ON INTERNATIONAL LONG-DISTANCE RAIL

EPF's work group met in Liège on October 1<sup>st</sup> and will meet here again on April 22<sup>nd</sup>. Issues concerning Eurostar and Thalys were discussed, prior to EPF meetings with each operator. Another key activity of this group is updating the 2013 EPF report "The Final Mile." Thank you to everyone who has sent information about new developments to [Aljoscha Labeille](#). We seek to spread good practice and show passengers how easy - or difficult - it is to complete their journey from the main station to their final destination. One encouraging example in the Czech Republic is that Prague now has a "T&R" ticket which you can buy as a supplement to your CD rail ticket to the city. It gives you 24-hour unlimited travel on public transport there. The cities of Ostrava and Liberec, inspired by the example of London, have introduced "contactless" so that passengers arriving by train can continue by city transport by touching in their bank card. In Ostrava, 167,854 contactless journeys were made during the first three months of the scheme, which was introduced on June 30<sup>th</sup>.

Meanwhile, [Albert Lambert](#) continues to collect recommendations of hotels near stations for publication by the Association luxembourgeoise des amis du chemin de fer.

Our next BULLETIN is due to be published in March. Thanks to all who contributed to this bulletin